FOREIGN ATTACHMENTS

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1. GENERAL

1.01 This section covers the procedures to be followed regarding foreign attachments involving PBX, Telephone Station equipment, and Teletypewriter Station equipment.

1.02 This section reflects our foreign attachment policy.

1.03 Procedures to be followed in the event foreign attachments are found in service depend upon whether the device is harmful or harmless.

(a) Harmful attachments, including certain voice silencers, are not permitted.

(b) Harmless attachments, which are an aid to the customer and do not adversely affect the Telephone Company service or equipment, are allowed.

(c) DO NOT CARRY ANY FOREIGN ATTACHMENT OFF THE CUSTOMER'S PREMISES.

1.04 DO NOT EXPRESS AN OPINION TO ANYONE OUTSIDE THE TELEPHONE COMPANY AS TO WHETHER A DEVICE IS HARMFUL OR HARMLESS.

2. ATTACHMENTS NOT ALLOWED (HARMFUL)

2.01 We will not allow any attachment, including voice silencers, that:

(a) Involves direct electrical connection to our service.

(b) Endangers the safety of employees subscribers and/or the public.

(c) Requires or effects a change or alteration of company equipment or facilities.

(d) Damages telephone equipment or facilities (exclude minor damage that could be classified as normal wear and tear).

(e) Interferes with the normal functioning of telephone equipment or facilities, such as:

1. Enclosures of teletypewriters, or equipment cabinets.

2.02 Devices used for recording or the interconnection of any telephone company line or channel with other communication line or channel, are not allowed except as provided by specific tariffs.

2.03 In the event such harmful foreign attachments are found in service, proceed according to the condition which exists:

Condition

(a) A direct electrical connection exists.

Procedure

1. Advise customer this is not permitted.

2. Request customer to remove attachment.

3. Advise deskman and/or your supervisor of such foreign attachment and of customer's compliance or refusal to remove.

Condition

(b) Any attachment causing an out-of-service on the customer's service or on another customer's service or creating an immediate hazard.

Procedure

1. Advise customer of out-of-service condition and/or hazard.

2. Request customer to remove attachment.

3. Advise deskman and/or your supervisor of such foreign attachment and of customer's compliance or refusal to remove.

Condition

(c) Case Involving

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1. Doubt - Appears that a direct electrical connection exists, or some other reason customer should be requested to remove attachment.

2. Attachment not causing an out-of-service on customer's service or on another customer's service or creating an immediate hazard.

3. Voice recorder device without a recorder connector (See Paragraph 2.02)

4. Unauthorized interconnection (See Paragraph 2.02)

Procedure

(a) Do not discuss with customer.

(b) Advise deskman and/or your supervisor of existing condition.

2.04 It is the responsibility of the workman to give the deskman and/or supervisor a complete description of the foreign attachment and, if possible, furnish a sketch.

3. ATTACHMENTS GENERALLY ALLOWED (HARMLESS)

3.01 An allowable foreign attachment is one that does not appear harmful as outlined in Paragraph 2.01 (a) through (e).

3.02 In the event harmless foreign attachments are found in service, do not discuss with customer nor make any report or notation of any kind.

4. INQUIRIES ON ATTACHMENTS

4.01 If a manufacturer, distributor, or any other person, requests an opinion regarding an existing or proposed foreign attachment, give no information regarding the Company's view. If the party persists in obtaining an opinion, refer him to the Commercial Department and notify the deskman and/or supervisor.

4.02 TAKE EXTREME CARE IN DETERMINING WHETHER AN ATTACHMENT IS HARMFUL OR HARMLESS. DO NOT EXPRESS ANY OPINION TO THE CUSTOMER. If the customer insists that an opinion be given, tell him you are not in a position to pass an opinion but you will have someone contact him. Refer the matter to the deskman and/or supervisor who will notify the Commercial Department to clear this case with the customer.